LISTING OF CLAIMS

1. – 15. (Cancel)

16. (Amended)   A method for managing a plurality of services located on a plurality of servers as an extensible service bus on a first network, comprising:

> providing a registration service where an agent machine can register as a
>> subscriber with the extensible service bus and receive a subscriber
>> identification;
> providing a login service where the agent machine subscribers can connect to the
>> extensible service bus and receive a using the subscriber identification;
> providing a service map management service that receives server location
>> information from each of the plurality of services and generates a service
>> location map comprising a listing of at least one of the plurality of the
>> services included on the extensible service bus and server location
>> information corresponding to each service of the at least one service;
> providing a connection status service to monitor the connection status of
>> subscribers and the servers connected to the extensible service bus; and
> providing a second network service, wherein
>> the second network service controls the agent machine when the second
>>> machine accesses a second network, and
>>> the first network comprises the second network.

17. (Amended)   The method for managing services of claim 16, further comprising:

> -providing a subscriber profile database service that stores subscriber data that is
>> required for access to the extensible service bus.

18. (Amended)   The method for managing services of claim 16, further comprising:

> transmitting a copy of the service location map to each subscriber to the
>> extensible service bus.

- 3 -

19.   (Amended)   The method for managing services of claim 16, wherein the
~~step of~~ providing a̶ the service location map comprises:

-selecting the ~~server location information~~ at least one service based on server load
          balancing techniques.

20.   (Amended)   The method for managing services of claim 16, further
comprising:

providing a message posting service for sending messages directly to a̶ the
          subscriber when the subscriber is connected to the extensible service bus.

21.   (New)   The method for managing services of claim 16, wherein
the second network comprises a broadband network; and
the second network service is provided only by the broadband network.

22.   (New)   A computer program product comprising:

first instructions for providing a registration service where an agent machine can
          register as a subscriber with the extensible service bus and receive a
          subscriber identification;
second instructions for providing a login service where the agent machine can
          connect to the extensible service bus using the subscriber identification;
third instructions for providing a service map management service that receives
          server location information from each of the plurality of services and
          generates a service location map comprising a listing of at least one of the
          plurality of the services included on the extensible service bus and server
          location information corresponding to each service of the at least one
          service;
fourth instructions for providing a connection status service to monitor the
          connection status of subscribers and the servers connected to the
          extensible service bus; and
fifth instructions for providing a second network service, wherein

- 4 -

the second network service controls the agent machine when the second

machine accesses a second network, and

the first network comprises the second network.

23.   (New)   A system comprising:

a registration service where an agent machine can register as a subscriber with the
extensible service bus and receive a subscriber identification;

a login service where the agent machine can connect to the extensible service bus
using the subscriber identification;

a service map management service that receives server location information from
each of the plurality of services and generates a service location map
comprising a listing of at least one of the plurality of the services included
on the extensible service bus and server location information
corresponding to each service of the at least one service;

a connection status service to monitor the connection status of subscribers and the
servers connected to the extensible service bus; and

a second network service, wherein

the second network service controls the agent machine when the second

machine accesses a second network, and

the first network comprises the second network.

24.   (New)   A server computer system comprising:

a processor for executing instructions; and

a memory for storing the instruction, wherein the instructions comprise:

first instructions for providing a registration service where an agent

machine can register as a subscriber with the extensible service bus

and receive a subscriber identification;

second instructions for providing a login service where the agent machine

can connect to the extensible service bus using the subscriber

identification;

- 5 -

third instructions for providing a service map management service that

receives server location information from each of the plurality of

services and generates a service location map comprising a listing

of at least one of the plurality of the services included on the

extensible service bus and server location information

corresponding to each service of the at least one service;

fourth instructions for providing a connection status service to monitor the

connection status of subscribers and the servers connected to the

extensible service bus; and

fifth instructions for providing a second network service, wherein

the second network service controls the agent machine when the

second machine accesses a second network, and

the first network comprises the second network.

- 6 -